Customer Service Report for ASB

For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ASR											
Colocation-OFF	0	0	0	7	0	5	0	0	2	0	0
Colocation-ON	0	0	0	5	0	5	0	0	0	0	0
Other	0	0	0	11	0	10	0	0	1	0	0
Unix	0	0	0	3	0	3	0	0	0	0	0
CIT Categories Remedy											
Accts Create	1	0	0	0	0	1	0	0	0	0	0
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	12
NIHnet											
Maintenance-Sterling CIT Data Center	0	0	0	1	0	0	0	0	1	0	0
Service Prov-Sterling CIT Data Center	0	0	0	1	0	1	0	0	0	0	0
OS/390											
Other Software	0	2	0	0	0	0	0	0	0	2	0
Printer/VPS	0	0	0	16	0	5	0	0	11	0	0
Grand Total:	**2**	**2**	**0**	**44**	**0**	**30**	**0**	**0**	**16**	**2**	**0**

Total Tickets Closed:	**18**
Total Tickets Assigned/Pending/Checked Out:	**30**
Total Tickets Created:	**48**